



**CITY OF SAN LEANDRO**  
invites applications for the position of:  
**Permits Center Coordinator**

An Equal Opportunity Employer

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**SALARY:**

Monthly  
\$6,492.00 - \$7,891.00

**OPENING DATE:** 09/18/14

**CLOSING DATE:** 10/10/14 05:00 PM

**THE POSITION:**

**This recruitment will close on Friday, October 10, 2014 at 5:00 PM or when 100 applications have been received, whichever comes first.**

Under general direction, this position supervises, assigns, reviews, and participates in the smooth operation of the plan check and permits process in the building regulations division. The Permits Center Coordinator will be the front-line customer service representative to address customer issues and problems. In addition, this position supervises subordinate personnel and coordinates the application process at the public counter including the issuance of permits, collection and recording of fees; ensures work quality and adherence to established policies and procedures; performs the more technical and complex tasks relative to assigned area of responsibility; and other related work as required.

**DUTIES AND RESPONSIBILITIES:**

***The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.***

**Supervision Exercised and Received:**

\*Provides general and limited supervision to Permits Clerks, Permits Technicians and other staff at the one-stop permit counter. Receives general direction from assigned management and/or supervisory staff.

**Essential Functions:** The essential functions of the classification may include, but are not limited to, the functions below and are subject to changes in operational necessity.

\*Supervises and coordinates the technical and administrative aspects of the plan review and permit application process within the Division as well as with other departments;

\*Coordinates customer service activities and monetary transactions at the one-stop permit counter;

\*Supervises and trains employees engaged in building permit processing at the one-stop permit counter. Makes work assignments; reviews work products; reviews and makes recommendations regarding employee performance;

- \*Interprets and applies code compliance regulations and related policies, procedures, rules, and regulations; provides information and assistance to public and staff regarding complex issues; prepares cases and documents for Board of Appeal hearings on code interpretations, adoptions, and condemnations;
- \*Responds to attorneys, engineers, contractors, architects, and the public on matters related to code requirements, permits issued, and office policies and procedures;
- \*Provides daily support to automated permitting system; updates system; adds and modifies activities, user profiles and report registration; creates custom report structures using related applications;
- \*Evaluates, recommends and implements methods to improve current systems and operations including refining and increasing the level of customer service required for permit issuance;
- \*Coordinates division activities and represents the division with other departments, vendors, community groups, boards and commissions; makes court appearances related to citations when required; monitors and participates in public relations;
- \*Assists Chief Building Official in preparing and monitoring the annual budget of the division;
- \*Follows all safety rules and protocols included in the Injury and Illness Prevention Program; takes appropriate action as required to identify and correct safety hazards and report safety concerns to his/her supervisor;
- \*Performs required duties under the City's disaster response plan;
- \*Issues citations for violations of the City codes and ordinances; issues permits as required to support permit staff; and
- \*Prepares revenue projections and fee analysis cost summaries of divisional operations and develops proposals to increase revenue and decrease costs; assists in the preparation of the annual budget.

### **Non-essential Functions:**

- \*Performs field inspections and investigations; and
- \*Performs other related duties as assigned.

### **QUALIFICATIONS:**

#### **Education:**

High school diploma or certified equivalent (GED), plus course work in civil engineering, building code regulations, office management and supervision.

#### **Experience:**

At least three (3) years responsible technical and administrative experience in plan review and permit processing; progressively responsible experience in building code regulations, supervision, office management or an equivalent combination of training experience; significant responsible technical experience in the maintenance and use of an automated permits application tracking system.

The selected individual will have excellent interpersonal, administrative and supervisory

skills and be an innovative leader when it comes to providing a high quality of customer service to the public.

**Knowledge of:**

- \*Application and enforcement of building and construction codes and regulations;
- \*Existing construction and zoning codes, statutes and regulations and the processes and consideration involved in prosecution of violations of such codes and regulations; and
- \*Codes and regulations governing construction in California systems.

**Ability to:**

- \*Plan, assign, and supervise the activities of subordinates;
- \*Interpret and apply policies, procedures, rules and regulations governing code compliance and construction in California; read and interpret building plans and designs;
- \*Exercise sound judgment in the interpretation and enforcement of building and zoning codes;
- \*Use appropriate office and computer equipment and applications, including automated permit system;
- \*Meet and consult with engineers, contractors, architects, the general public, and others on building compliance issues;
- \*Establish good working relationships with all segments of the general public department personnel;
- \*Communicate effectively both orally and in writing; originate, plan and prepare clear and concise written reports;
- \*Act as an effective ombudsperson for all segments of the general public; and
- \*Resolve issues, problems, or conflicts in a productive and positive manner.

**ADDITIONAL INFORMATION:**

- \*Must be willing to work such hours as are necessary to accomplish the job requirements; travel to attend meetings, seminars and conferences. Classification requires the possession and continued maintenance of a valid class "C" California driver's license.
- \*Possession and maintenance of International Code Council Certified building, plumbing electrical and mechanical inspection certification is highly desired.
- \*Possession and maintenance of a Plans Examiner certification is highly desired.

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**Salary and Benefits:** The current monthly salary range for this position is \$6,492.00 - \$7,891.00 per month. Employment may begin at any step of the salary range, depending upon the qualifications of the person selected. For benefit information, please refer to the Human Resources Department tab on the City of San Leandro website at [www.sanleandro.org](http://www.sanleandro.org)

**Application and Selection Process:** Interested candidates may submit an on-line application by visiting [www.sanleandro.org](http://www.sanleandro.org). **Apply Immediately.**

**On-line applications will be accepted until 5:00 p.m., Friday, October 10, 2014 or when 100 Qualified Applications have been received, whichever comes first.**

**Important:** Applications with "See Resume" as a substitution for responses, work experience description, and/or any omitted, unclear past employment information will not be considered. Both the application for employment and supplemental questionnaire must be submitted in full to be considered for this opportunity. Failure to do so will result in your removal from further consideration. Additional documentation can be attached at the time of application if desired.

Based on a review of the application materials, a limited number of the best qualified applicants will be invited to participate in the selection process, which may include a qualifying written examination, a structured oral board interview, written exercise, and/or other elements determined by the City to be appropriate.

**An oral interview (weighted 100%) is ideally scheduled during the week of October 13, 2014.**

It is highly recommended that you plan your calendar accordingly.

An eligibility list will be established as a result of this examination process and will be valid for a period of twelve (12) months. All applicants will be notified as to whether or not they are invited to participate further in the selection process.

The selected candidate will be subjected to a background investigation which may include, but not be limited to, a personal history assessment, criminal history check, financial background check, medical, polygraph and psychological testing.

A one-year probationary period, which is an integral part of the selection process, is used to observe and evaluate the employee's ability to effectively and responsibly perform the duties of the position.

In accordance with Federal law, the City of San Leandro will hire only those individuals who are legally authorized to work in the United States. As a condition of employment, you will be required to present proof of your identity and employment eligibility.

**AGENCY SHOP REQUIREMENT:** This position is represented by the City of San Leandro Employees', Local 21 IFPTE, AFL-CIO, and payment of union dues or an equivalent service fee is a condition of employment.

**AMERICANS WITH DISABILITIES ACT:** In accordance with the Federal Americans with Disabilities Act, the Human Resources Department will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise the Human Resources Department prior to the final filing deadline if accommodations are required. Medical documentation must be provided upon request.

**DISASTER SERVICE WORKER:** All government employees are disaster service workers as defined by California Government Code Section 3100. In addition to everyday duties, employees have the added responsibility of helping throughout any disaster.

**MISSION STATEMENT:** We, the employees of the City of San Leandro are dedicated and

committed to serving the citizens of this community. We strive at all times to achieve the highest professional standards, to communicate a vision of the future, and to enhance the quality of life for every citizen.

**VETERANS' PREFERENCE:** If applying for first-time employment with the City of San Leandro within five years of separation from full-time active service, veteran's preference points will be given to honorably discharged veterans who served a minimum of three consecutive years of full-time active service in the Armed Forces of the United States. Candidates must receive an overall passing score in order to qualify for the application of veteran's preference, which will result in a three percent increment to that passing score. Applicants wishing to qualify must, prior to the application deadline, attach or provide a DD Form 214 as proof of eligibility for the veterans' preference.

**The information contained herein is subject to change without notice.**

**THE CITY OF SAN LEANDRO IS AN EQUAL OPPORTUNITY EMPLOYER.**

To view the job posting, visit <http://www.sanleandro.org> and click-on the employment tab at the top of the home webpage. On the 'Job Opportunities' page, click-on the job title to view the posting with more details about the essential job duties, minimum qualifications and salary and benefits.

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APPLICATIONS MAY BE FILED ONLINE AT:

<http://www.sanleandro.org>

OUR OFFICE IS LOCATED AT:

835 East 14th Street  
San Leandro, CA 94577  
510-577-3396  
510-577-6089

Job #2014-40  
PERMITS CENTER COORDINATOR  
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An Equal Opportunity Employer

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### **Permits Center Coordinator Supplemental Questionnaire**

- \* 1. **The following questions are required for all Permit Center Coordinator applicants to answer completely in order to determine the applicant's minimum qualifications and related work experience. All responses to the following questions and affirmation of work experience must be verified by the applicant in their affirmed work history on this application. The following questionnaire responses will be verified further by the City of San Leandro. Failure to provide accurate responses to all questions answered will be grounds for disqualification from further examination procedures for the Permit Center Coordinator.**

Do you possess at least a High School Diploma or its legal equivalent, such as GED?

☐ Yes

☐ No

- \* 2. Do you possess at least three (3) years of increasingly responsible experience related to plan checking, permits, and building regulations experience or combination of the areas above?

***This must be clearly indicated in the work experience section of your submitted application.***

☐ Yes

☐ No

- \* 3. Do you possess any I.C.C. or other Code Agency certifications?

☐ Yes

☐ No

- \* 4. If you listed "Yes" to the question above, please specify the certification(s) you possess, including the expiration date if any. If you listed "No", please type "N/A."
- \* 5. Using your experience, list five (5) most important aspects of the Permit Coordinator Position. *If you have no experience or no response, please type "N/A."*
- \* 6. Describe your experience with the preparation of staff reports, statistical reports, and analyst reports. Be sure to cite specific examples, such as the name and type(s) of system(s) used and purpose of reports. *If you have no experience or no response, please type "N/A."*
- \* 7. Describe your familiarity and experience with building permit systems. Be sure to cite specific information that include the type of system(s) and experience utilizing building permit systems. *If you have no experience or no response, please type "N/A."*
- \* Required Question